

PAST PERFORMANCE SURVEY**Solicitation DTFAEN-11-R-00095****Replacement of Cab Rooftop Heating, Ventilation, and Air Conditioning (HVAC) Unit,
Florence Air Traffic Control Tower, Florence, South Carolina**

Page 1 of 5

To: _____ (Point of Contact)
 _____ (Company)
 _____ (Phone)
 _____ (Fax)

The company from which you received this survey is surveying for award of a contract with the Federal Aviation Administration (FAA). As part of the offer evaluation process, the company is soliciting your input and assessment of its past performance in one or more contracts it had with you. Please respond to each of the questions below and forward the completed survey directly to the FAA Contract Specialist.

To consider your responses, the FAA Contract Specialist must receive your responses, preferably by fax, no later than: Friday, September 9, 2011 at 3:00 P.M

Return the completed survey directly to the FAA Contract Specialist via facsimile or email:

LaTonya L. Blunt
 FAA Eastern Logistics Service Area
 Acquisition Branch, ASO-52
 Atlanta, GA 30337
 Tel: (404) 305-5724
Fax: (404) 305-5774
 Email: latonya.blunt@faa.gov

Please identify the project(s) that this company has performed for your organization, including a description of the contract subject matter (e.g., construction or janitorial service contract, etc.), time period, city, state, and approximate dollar value:

PAST PERFORMANCE SURVEY**Solicitation DTFAEN-11-R-00095****Replacement of Cab Rooftop Heating, Ventilation, and Air Conditioning (HVAC) Unit,
Florence Air Traffic Control Tower, Florence, South Carolina**

Page 2 of 5

Below, please summarize below performance of the contract(s) on a scale of 1 to 5, ranging from 1 as unacceptable to 5 as outstanding.

1. Did the contractor commit adequate resources in timely fashion to the contract to meet the requirements and to successfully solve problems? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
2. To what extent did the contractor respond positively and promptly to technical direction, contract change orders, etc.? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
3. How reliably did the contractor follow through on commitments? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
4. To what extent did the contractor's management system provide visibility into problems and risks? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
5. How responsive do you think the contractor was to information requests, issues, or problems? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
6. **How effective was the contractor been in identifying user requirements?** 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
7. To what extent did the contractor have the ability to administer and manage the contract? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
8. Was written communication from the contractor clearly stated and professional in style? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
9. How well did the contractor adhere to the Statement of Work? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
10. What was your level of satisfaction with the contractor's management and support staff? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
11. What was your level of satisfaction with the contractor's on-site supervisor(s)? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

PAST PERFORMANCE SURVEY**Solicitation DTFAEN-11-R-00095****Replacement of Cab Rooftop Heating, Ventilation, and Air Conditioning (HVAC) Unit,
Florence Air Traffic Control Tower, Florence, South Carolina**

Page 3 of 5

12. To what extent did the contractor submit required reports and documentation in a timely manner? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
13. To what extent were the contractor's reports and documentation accurate and complete? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
14. To what extent was the contractor's maintenance and problem tracking/reporting documentation timely, accurate and of appropriate content? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
15. To what extent did the contractor comply with safety requirements? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
16. What was your level of satisfaction with the quality of contract performance? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
17. To what extent was the contractor effective in interfacing with your staff? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
18. What was your level of overall customer satisfaction? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐
19. To what extent were the contractor's employees experienced and qualified? 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐

Respond: Yes or No.

20. Were there any cure notices issued? Yes: ____ No: ____
21. Was contractor pro-active? Yes: ____ No: ____
22. Did contractor suggest cost-saving changes? Yes: ____ No: ____
23. Would you recommend this contractor? Yes: ____ No: ____
24. Were there any Department of Labor investigations? Yes: ____ No: ____
If yes, please describe reason and final outcome.

25. Were there any safety investigations? Yes: ____ No: ____

PAST PERFORMANCE SURVEY**Solicitation DTFAEN-11-R-00095****Replacement of Cab Rooftop Heating, Ventilation, and Air Conditioning (HVAC) Unit,
Florence Air Traffic Control Tower, Florence, South Carolina**

Page 4 of 5

If yes, please describe reason and final outcome.

26. Were there any security investigations? Yes: ____ No: ____
If yes, please describe reason and final outcome.

27. If the contract was terminated before performance was complete (e.g. termination for default), please describe reason and final outcome.

28. Were there any performance issues regarding the contractor's work? If yes, please describe.

Please provide other comments:

Signature: _____

PAST PERFORMANCE SURVEY

Solicitation DTFAEN-11-R-00095

**Replacement of Cab Rooftop Heating, Ventilation, and Air Conditioning (HVAC) Unit,
Florence Air Traffic Control Tower, Florence, South Carolina**

Page 5 of 5

Date: _____